REACH
Reach Cooling Group

RGA# _____

Customer Name: _____ Tel: _____

Address: _____ Fax: _____

WARRANTY CLAIM FORM - Please fill form out completely in order to expedite the return process then fax to 305-887-9741 and wait for a returned goods authorization number. Signature on RGA report or BOL is required as proof of return to process. Also note that all returned items must be boxed. Freight charges will be deducted from credits on any return containing unboxed items.

DPI Number	QTY	Defect Code	Date of Sale	Serial Code and Defect Description

Total Units Returned: _____ Minimum quantity for prepaid freight is 25 pieces. Date: _____

Received by: _____

Defect Codes: Stripped oil cooler threads and Electrolysis will not be accepted as valid claims!!!

Code	Description	Code	Description	Code	Description
GI	Good Inventory	HL	Tube to Header Leak	ST	Stripped Threads
IB	Incorrect Box Label	OL	Oil Cooler Leak	IF	Incorrect Fittings
AE	Application Error	SL	Seal Leak	TD	Tank Damaged
EL	Electrolysis	PD	Physical Damage	TL	Tank to Header Leak
CL	Core Leak	WC	Warped Core	FP	Fit Problem
CD	Concealed Damage	NR	Non-Reach Product	OT	Others(Explain)
DC	Drain Cock Damaged	MW	Made Wrong		

FAX:305 887 9741
EMAIL: customerservice@reachcooling.com
SHIP TO: Reach International - 10830 ADA Avenue, Montclair, CA 91763
Denied or rejected items will be held for 30 days, items not claimed after 30 days will be scraped.